

# IT Professional Technical Services

## SITE Program

T#:14ATM

**Request for Offers (RFO)**

**For Technology Services**

**Issued By**

**Office of MN.IT Services @ Department of Public Safety**

**Project Title: MNLARS Scrum Masters**

**Category: Program/Project Management (3 Resources needed)**

### **Business Need**

MNLARS, the Minnesota Licensing and Registration System, will improve system operability, stability, record keeping, security, and customer service for the Minnesota driver's license and motor vehicle registration systems. This system will include Driver's License, Driver Compliance, Vehicle Title and Registration, Dealer Licensing, Inventory, and Finance processes.

MN.IT Services @ DPS is seeking **three** project managers with Scrum Master experience for the MNLARS project. MNLARS is using an Agile approach to develop the new Driver and Vehicle services system. Several scrum teams will be deployed in a variety of project areas. The Project Manager/Scrum Master (SM) will take the lead in designing the sprints and backlog, manage the sprints and assigned staff. The SM will ensure that all facets of the scrum team are working optimally, clear obstacles and communicate expertly within the team and with outside partners and stakeholders.

The SM will work closely with the technical and business program directors. It is extremely important that each project and scrum be well designed and well run. Each SM will work with the other SMs to coordinate handoffs and integration or work.

The expected start date for the first scrum team under this contract is November 02, 2015. The project is expected to run through the end of calendar year 2017.

### **Project Deliverables**

The Scrum Masters will provide leadership as follows:

- Help assure the team follows the Scrum and Scaled Agile Framework processes, S/he will coordinate sprint planning, lead daily scrums, coordinates each sprint review and participate in Agile Release Train planning sessions. S/he will make sure that sprint participants understand their roles and assignments.
- Help the team meet their daily and iteration objectives, including working to remove impediments and communicating with other teams
- Facilitate Team continuous process improvement.

- Coordinate solution implementation and delivery with other Scrum Masters on the Release Train.
- Help foster Agile code quality practices, including providing guidance to assist the teams in constantly improving code quality.
- Scrum Masters will keep MNLARS leadership informed, through participation in the Scrum of Scrum meetings.
- Coordinate team efforts under architectural and portfolio governance, system level integration and the biweekly System Demo.
- Uses normalized estimating to help the program estimate larger features and epics.
- Facilitate preparation and readiness for release planning and Inspect and Adapt ceremonies.

**This is a deliverable based contract.** Invoicing must be based on the successful completion of a sprint. Sprints are typically two weeks in length or 80 hours. The cost for a typical sprint would then be 80 hours x hourly rate. For non-work days during a sprint, such as for state holidays, the work will be adjusted to the time available and the value of the sprint will be adjusted accordingly. Cost proposals should be presented as follows: Sprint = 80 hours. Candidate rate = \$\_\_\_\_. Cost proposal for a sprint = \$\_\_\_\_\_. Candidate cost proposals will be evaluated and compared based on the price for a sprint.

Vendors will be expected to bill for the deliverables, in this case successful completion of a sprint. Deliverable must be accepted by the state in order to invoice. Vendors will be able to bill no more often than monthly.

For each sprint, the SM will

1. Groom the backlog; keep the number of user stories greater than the work to be done. With each sprint, establish the priorities for the sprint.
2. Update the task board moving items to completed.
3. Maintain a burn-down chart showing progress.
4. Maintain a cumulative flow from the sprints, managing the workload.

Coordinate the showcase at the end of each sprint, guiding team to that end, scheduling and inviting stakeholders

The SM will be evaluated at the completion of each successful sprint. The authorized representative, in consultation with the project manager, will sign off on each sprint based on the following performance by the SM:

- Did the SM maximize the productivity of the team during the sprint?
- Was the SM a steward of the process and did the SM provide daily direction to the team during the sprint?
- Did the SM enable an optimum environment for maximum team productivity during the sprint?
- Did the SM maintain a groomed product backlog for the sprint?

## **Project Milestones and Schedule**

The SM will be initially assigned to one of the following Vehicle Services Scrum Teams: Inventory, IAM, or FinLars. Two scrums are underway. An additional scrum is expected to be added for permit refactoring at a later date. Scrums will have 6-12 members.

As these scrums end, parallel teams will form for Driver Services. Sprints are expected to be 2-3 weeks long. Each scrum is expected to run about eight months.

**Prior to contract execution, the candidate must pass a background check through the Minnesota Department of Public Safety.**

**Required Skills (to be scored as pass/fail)**

5 years of Scrum Master or Agile experience.

3 years of Scrum Master or Agile experience in a multi-scrum team environment for one or more large enterprise project(s) (project budget in excess of 2 million dollars per project).

**Desired**

Certification and experience in Scaled Agile Framework (SAFe)

**Process Schedule**

Deadline for Questions	10/06/2015, 2:00pm
Anticipated Posted Response to Questions	10/08/2015, 2:00pm
Proposals due	10/14/2015, 2:00pm
Anticipated proposal evaluation begins	10/19/2015
Anticipated proposal evaluation & decision	10/26/2015

**Questions**

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

**Name: Joyce Simon**

**Organization: MN.IT @ DPS**

**Email Address: [joyce.simon@state.mn.us](mailto:joyce.simon@state.mn.us)**

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The State reserves the right to interview a short-list of candidates who have received the highest scores. In the event interviews are conducted, technical scores may be adjusted based on additional information derived during the interview process. As part of the interview process, the vendor may be asked to make a presentation.

**RFO Evaluation Process**

Each candidate will be evaluated based on the following scale:

Evaluation:

Company	05%
Candidate Qualifications	25%
Candidate Experience in Agile	30%
Candidate References	10%
Cost	30%

**This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.**

## **Submission Format**

The proposal should be assembled as follows:

### **1. Cover Page**

Vendor Name and full address  
Contact Name for Vendor  
Contact's direct phone/cell phone (if applicable)  
Contact's email  
Resource Name(s) being submitted

### **2. Overall Experience:**

1. A cover letter should include a brief description of the company and their ability to meet the requirements of this posting.
2. Provide narrative, including companies and contacts where your resource has demonstrated the required skills. If pass/fail requirements are not met, the proposal will not be considered further. Provide specific details that highlight the resource's skills.
3. Provide one paragraph which highlights the resource's desired skills. The candidate's desired skills will be considered during scoring.
4. Attach a resume(s) for proposed resource(s) in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant. The resume must specifically show that the candidate meets the minimum qualifications and experience and is consistent with the narrative.
5. Include the names of 2 references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed. Points are awarded based on the references presented.
6. Do not include proposal content in email text. It will not be considered.

## **Cost Proposal**

Cost proposals should be presented as follows: Sprint = 80 hours. Candidate rate = \$\_\_\_\_.  
Cost proposal for a sprint = \$\_\_\_\_\_. Candidate cost proposals will be evaluated and compared based on the price for a sprint.

Cost proposals must be in a separate document and not listed in any other place in your submission. Document naming convention: "<Vendor name> <Resource name> Cost proposal".  
Example: ABC Company John Doe Cost proposal.

### **3. Conflict of interest statement as it relates to this project**

### **4. Additional Statement and forms:**

#### **required forms to be returned or additional provisions that must be included in proposal**

1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>

4. Certification Regarding Lobbying (if over \$100,000, including extension options)  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

## Proposal Submission Instructions

- Response Information:
  - Email response as attachment to Joyce Simon, MN.IT @ DPS
  - [joyce.simon@state.mn.us](mailto:joyce.simon@state.mn.us) and cc [debra.a.johnson@state.mn.us](mailto:debra.a.johnson@state.mn.us).
  - In subject line: RFO response: Company Name-Scrum Master-RFO#
- Submissions are due according to the process schedule previously listed.
- **Vendors may present one, two or three highly qualified candidates.**
- **A copy of the response must also be sent to [MNIT.SITE@state.mn.us](mailto:MNIT.SITE@state.mn.us) for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to [MNIT.SITE@state.mn.us](mailto:MNIT.SITE@state.mn.us). Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

# General Requirements

## Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

## Liability

### Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

## Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the

materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

### **IT Accessibility Standards**

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/mn.it/programs/policies/accessibility/>.

### **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

## **Veteran-Owned Preference**

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans**.

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation**. Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

## **Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

## **Work Force Certification**

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

## **Equal Pay Certification**

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at [compliance.MDHR@state.mn.us](mailto:compliance.MDHR@state.mn.us).